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97-05-2004 03:33PM FROM-Gates & Cooper LLP		+13106418798	T-538	P.001	F-701																														
<b>Gates &amp; Cooper LLP</b> Howard Hughes Center 6701 Center Drive West, Suite 1650 Los Angeles, California 90045 <b>FAX TRANSMISSION TO USPTO</b>																																			
<b>TO:</b> Commissioner for Patents Attn: Examiner/Tadelle Hall Patent Examining Corps Alexandria Center Alexandria, VA 22313-1450	<b>FROM:</b> Jason S. Feldman <b>OUR REF.:</b> SVL920010047US1 <b>TELEPHONE:</b> (310) 642-4141																																		
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; padding: 2px;">Type of Document or Transmitted</td> <td colspan="4" style="width: 85%; padding: 2px;">AMENDMENT UNDER 37 C.F.R. 1.111 (6 PAGES)</td> </tr> <tr> <td>Applicant</td> <td colspan="4">Michael C. Morrison</td> </tr> <tr> <td>Serial No.:</td> <td colspan="4">09/928,611</td> </tr> <tr> <td>Filed:</td> <td colspan="4">August 13, 2001</td> </tr> <tr> <td>Group Art Unit:</td> <td colspan="4">2173</td> </tr> <tr> <td>Our Ref. No.</td> <td colspan="4">SVL920010047US1</td> </tr> </table>						Type of Document or Transmitted	AMENDMENT UNDER 37 C.F.R. 1.111 (6 PAGES)				Applicant	Michael C. Morrison				Serial No.:	09/928,611				Filed:	August 13, 2001				Group Art Unit:	2173				Our Ref. No.	SVL920010047US1			
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By: <u>JSF</u> Name: Jason S. Feldman Reg. No. 39,187																																			
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PAGE 1 OF 16 FAXED AT 7/6/2004 7:24:26 PM [Eastern Daylight Time] SVR:USPTO-EFXRF-1/24 DNIS:2734051 CSID:+13106418798 DURATION (mm:ss):04:56																																			

## MEMORY TRANSMISSION REPORT

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FILE NUMBER	:	942
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*Gates & Crepier, LLP*  
Howard Hughes Center  
6701 Center Drive West, Suite 1050  
Los Angeles, California 90045

TO: **Commissioner for Patents**  
**Attn: Examiner Tadesse Mulu**  
**Patent Examining Corp.**  
**Faximile Center**  
**Alexandria, VA 22313-1450**

FROM: **Jacqueline S. Feldman**  
**OUR REF.: SVL920010047US1**  
**TELEPHONE: (310) 642-4141**

Total pages, including cover letter: 16

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Title of Document Transmitted:	AMENDMENT UNDER 37 C.F.R. 1.131 (16 PAGES)
Applicant:	Michael C. Morrison
Serial No.:	09/928,601
Filed:	August 13, 2001
Group Art Unit:	2173
Our Ref. No.:	SVL920010047US1

Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application.

By: Name: Jason S. Foldman  
Reg. No. 39187

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J. Zoller 7/16/54

15F/1551

Case 38571-283-HS-B1

# Gates & Cooper LLP

Howard Hughes Center  
6701 Center Drive West, Suite 1050  
Los Angeles, California 90045

## FAX TRANSMISSION TO USPTO

TO: Commissioner for Patents  
Attn: Examiner Tadesse Hailu  
Patent Examining Corps  
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Alexandria, VA 22313-1450

FROM: Jason S. Feldmar  
OUR REF.: SVL920010047US1  
TELEPHONE: (310) 642-4141

Total pages, including cover letter: 16

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Applicant:	Michael C. Morrison
Serial No.:	09/928,601
Filed:	August 13, 2001
Group Art Unit:	2173
Our Ref. No.:	SVL920010047US1

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By: Jason S. Feldmar  
Name: Jason S. Feldmar  
Reg. No.: 39,187

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Jason S. Feldmar  
Signature

7/6/04  
Date

JSF/mrj

G&C 30571.263-US-01

Due Date: July 7, 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Michael C. Morrison      Examiner: Tadesse Hailu  
 Serial No.: 09/928,601      Group Art Unit: 2173  
 Filed: August 13, 2001      Docket: SVL920010047US1  
 Title: METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS

CERTIFICATE OF MAILING OR TRANSMISSION UNDER 37 CFR 1.8

I hereby certify that this correspondence is being filed *via facsimile transmission* to the U.S. Patent and Trademark Office on July 6, 2004.

By:   
 Name: Jason S. Feldmar

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 Alexandria, VA 22313-1450

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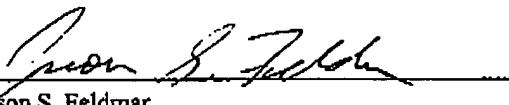
CLAIMS PRESENT

Claims Remaining:	Highest Number Previously Paid For:	Number Extra	Rate	Fee
<b>Total Claims</b>				
39	39	0	x \$18.00	= \$0.00
<b>Independent Claims</b>				
3	3	0	x \$86.00	= \$0.00
<b>MULTIPLE DEPENDENT CLAIM FEE</b>				\$0.00
<b>TOTAL FILING FEE</b>				\$0.00

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Customer Number 22462  
GATES & COOPER LLP  
 Howard Hughes Center  
 6701 Center Drive West, Suite 1050  
 Los Angeles, CA 90045  
 (310) 641-8797

By:   
 Name: Jason S. Feldmar  
 Reg. No.: 39,187  
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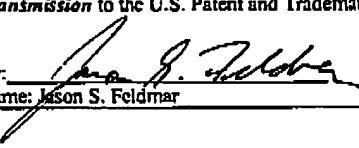
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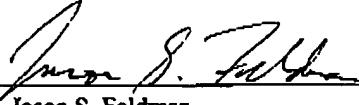
**CLAIMS PRESENT**

Claims Remaining:	Highest Number Previously Paid For:	Number Extra	Rate		Fee
<b>Total Claims</b>					
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<b>Independent Claims</b>					
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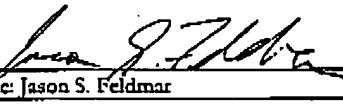
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Applicant:	Michael C. Morrison	Examiner:	Tadesse Hailu
Serial No.:	09/928,601	Group Art Unit:	2173
Filed:	August 13, 2001	Docket:	SVL920010047US1
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Name: Jason S. Feldmar

AMENDMENT UNDER 37 C.F.R. §1.111

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated April 7, 2004, please amend the above-identified application as follows.